

Position Description	
Employment Agreement:	DHB's / PSA Administrative Collective Agreement – S4
Position Title:	<b>Booking Coordinator (Covid-19 Vaccination Workforce)</b>
Service & Directorate:	Covid-19 Vaccination Workforce
Location:	Dunedin
Reports to:	Operations Manager – Covid-19 Workforce
Number of direct reports:	0
Date:	31 May 2021

Our Vision			
Better Health, Better Lives, Whānau Ora			
We work in partnership with people and communities to achieve their optimum health and wellbeing. We seek excellence through a culture of learning, enquiry, service and caring.			
Our Shared Values and Behaviours			
Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.
Our statutory purpose			
To improve, promote and protect the health of our population. Promote the integration of health services across primary and secondary care services. Seek the optimum arrangement for the most effective and efficient delivery of health services. Promote effective care or support for those in need of personal health or disability support services. Promote the inclusion and participation in society and the independence of people with disabilities. Reduce health disparities by improving health outcomes for Māori and other population groups. Foster community participation in health improvement and in planning for the provision of and changes to the provision of services. Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility.			

PURPOSE OF ROLE
A national booking system has been developed for scheduling of individual appointments of the Covid-19 Vaccination. This fixed-term role will work closely with rural and urban project managers across WellSouth and Southern DHB to coordinate the availability of appointments within each vaccination clinic across the

Southern DHB region by taking into account, the number of vaccinators available, clinic times and clinic capacity.

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of all patients/consumer; gets firsthand patients/consumer information and uses it for improvements in products and service delivery; acts with patients/consumer in mind; establishes and maintains effective relationships with patients/customers and gains their trust and respect.
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive for Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measure; monitors process, progress and results; designs feedback loops into work.
<b>Effective Communication</b>	Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.
<b>Process Management</b>	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient workflow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of other even when he/she disagrees.
<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team unit and/or the organisation; provides individuals information so that they may make accurate decisions; is timely with information.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> <li>Southern DHB staff and management</li> </ul>	<ul style="list-style-type: none"> <li>Large and small vaccination clinics across the region e.g., GP's, Pharmacy's, Māori Health Providers</li> </ul>
<ul style="list-style-type: none"> <li>Covid-19 Workforce</li> </ul>	<ul style="list-style-type: none"> <li>WellSouth</li> </ul>
<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>DHB patients and customers</li> </ul>
<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Ministry of Health</li> </ul>

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Minimum 3-year bachelor's degree NCEA or equivalent work experience</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to learn and become the expert in new systems and processes.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Administration experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience working with health booking management systems, processes and documentation</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent with numbers or other platforms</li> <li>Able to think critically.</li> <li>Excellent stakeholder engagement</li> <li>Proven experience of working autonomously.</li> <li>Computer literate and with demonstrable skills with MS Excel / Word and Power Point</li> <li>Strong ability to communicate effectively with people at all levels of the Organisation</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate an excellent client service focus in previous roles.</li> <li>Experience in effective relationship management</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Works well within a team environment and can foster good interpersonal relationships with a willingness to support and assist other staff as required.</li> <li>Good interpersonal skills including ability to work effectively with people at all levels of the organisation.</li> <li>Is dependable, honest, and ethical; shows a high level of personal judgment and commitment illustrated by regularly attending and handling various pressures.</li> <li>Acts with discretion, sensitivity, and integrity at all times.</li> <li>Is adaptable and flexible – open to change.</li> <li>Is focused on providing exceptional levels of customer service.</li> <li>Is independent – able to prioritise work effectively, develops one's own ways of doing things; able to guide oneself with little or no supervision.</li> <li>Maintains an exceptionally high level of confidentiality.</li> </ul>	

**KEY RESULT AREAS:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<b>Booking Coordination – Vaccination Workforce</b>	
<ul style="list-style-type: none"> <li>• Work closely with the rural and urban project managers across WellSouth and Southern DHB to coordinate clinic times and capacity.</li> <li>• Calculate and allocate available appointment times for each vaccination clinic (GPs, Pharmacy’s, Māori Health Providers, regional vaccination clinics) across the southern region.</li> <li>• Enter clinic hours into the National Booking System ensuring the appointment times and staff break times are considered and factored into the appointment availability.</li> <li>• Ensuring ridged adherence to the DHB’s key policies.</li> <li>• Work closely with the vaccination logistics team so they may ensure our vaccination supply and clinic bookings align.</li> <li>• Keep abreast of changes to the vaccination roll-out plan as determined by the Ministry of Health</li> <li>• Becoming the subject matter expert of the national booking system for the Covid-19 vaccine</li> </ul>	<ul style="list-style-type: none"> <li>• The correct data is entered into the national booking system to enable the system to effectively work for our Southern vaccination clinics</li> <li>• All duties performed to a high standard</li> <li>• Prompt responses to requests</li> <li>• Accurate and timely management of the national booking system for all vaccination clinics across the region</li> <li>• Feedback from suppliers and clinics</li> <li>• Enquires are handled efficiently, promptly and appropriately.</li> <li>• Look for opportunities to improve processes and uses logic analysis to review information and present sound recommendations.</li> </ul>
<b>Relationship Building &amp; Team Performance</b>	
<ul style="list-style-type: none"> <li>• Develop effective relationships with DHB staff and vaccination clinic staff. Ensure that all relationships are managed in such a way that will promote the desired image of the Southern DHB and positively support the vaccination roll-out.</li> <li>• Support the philosophy and values of the Southern DHB</li> <li>• Participate in a team environment in which the Southern DHB;s objectives and plans can be achieved and performance enhanced.</li> <li>• Foster and support commitment to achieving the highest level of health and safety including identification and reporting of all hazards, assistance in resolving issues that may cause harm to staff and working safely at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective representation of the interests of Southern DHB</li> <li>• Effective networks established</li> <li>• Attendance and participation in compulsory training sessions etc.</li> </ul>
<b>Self-Management</b>	
<ul style="list-style-type: none"> <li>• Plan and manage own work to achieve desired results on time, within budget and to required standard.</li> </ul>	

<ul style="list-style-type: none"> <li>Maintain own professional development; attend Southern District Health Board and other development opportunities.</li> </ul>	
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<p>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</p> <p>You produce work that complies with SDHB processes and reflects best practice.</p> <p>Research undertaken is robust and well considered.</p> <p>Live and support the DHB values in everything you do.</p>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<p>Training and development goals are identified/agreed with your manager.</p> <p>Performance objectives reviewed annually with your manager.</p> <p>You actively seek feedback and accept constructive criticism.</p>
<b>Health, Safety and Wellbeing</b>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<p>You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures.</p> <p>You actively encourage and challenge your peers to work in a safe manner.</p> <p>Effort is made to strive for best practice in Health and Safety at all times.</p>
<b>Treaty of Waitangi</b>	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<p><i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</p> <p><i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</p> <p><i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</p>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee Date

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Manager Date